

WHAT NEEDS TO BE DONE?

To help us ensure that your emails sent by the Limelight Platform are not marked as spam, we need to verify your sending domains. A sending domain is an email domain that you intend on using as your email's "from address". For example, if your email was from events@limelightplatform.com, the sending domain would be limelightplatform.com.

Limelight is committed to high deliverability of email messages, as such, we are requiring both DKIM (DomainKeys Identified Mail) and SPF (Sender Policy Framework) to be configured for all sending domains.

To configure DKIM and SPF, your Ops team will need to make updates to your sending domains' DNS records. They'll most likely know what this means, but if they don't, do not hesitate to reach out to Customer Care to get further assistance.

WHAT ARE THE STEPS TO TAKE?

The exact steps to configure DKIM and SPF varies by your domain hosting provider, but the general instructions are as follows:

- Contact your Ops team and provide them with the DKIM and SPF information for your domain(s) below.
- Have them add TXT records to your Domains for both the SPF and DKIM records.
- Once they have added the TXT records, inform your Customer Care representative.
- Limelight will then verify the setup in the mail sub-system and either inform you of the successful configuration or help you to troubleshoot if the verification has failed.

WHAT IS MY INFORMATION?

Your DKIM and SPF information is as follows. Please keep this information private and safe:

SPF Hostname:

SPF Value:

DKIM Hostname:

DKIM Value: